



iDMB

A Newsletter for the Employees of the Department of Management and Budget

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Quick responses return offices to normal

Recently, three separate incidents have put DMB's focus on customer service to the test, and it passed with flying colors. Here are the stories of those events.

VanWagoner Building Fire

On Saturday, December 22 at approximately 5 p.m., a fire broke out on the third floor, west wing of the Murray D. Van Wagoner Building. Although it was indeed, a catastrophic

event, the damage that was inflicted was greatly reduced by the quick, efficient response of DMB employees. Immediate steps were taken to limit the amount of water damage to other areas of the building even before the fire was completely



DMB would like to recognize the people that helped handle the Van Wagoner Building fire: (back row, left to right) **Gary Tefft, Tom Saxton, Keith Paasch, Ben Westrate, Daryl Anderson** (front row, left to right) **Joe Ostrowski, Ron Luce, Anita Stevens, Dave Stevens, and Tom Wilson.** (Not pictured) **Brian Hengesbach, Chris Rankin, Harold Taylor, Harry Leiber, Jeff Mann, John Gross, Okey Eneli, Penny Davis, and Tom Nelson.**

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Introducing the new iDMB newsletter

There have been many changes in the Department of Management and Budget over the past month, and the department's newsletter is changing, too. The newsletter is now created in Organizational Services. Over the next few months new and exciting changes will be unveiled. The aim of the new iDMB will be to:

- Communicate openly, honestly, and effectively
- Promote teamwork and interdependence
- Recognize innovation, initiative and success
- Encourage employee learning and development

Readers can also make use of the new hyperlink features. Clicking on a web address will now open that site in the browser. In addition, the navigation bar to the left will take readers to a story when they click on the headline. Enjoy!

News From the Themes

Early retirement

Recently, Governor John Engler proposed an early retirement program that includes a new 80-and-out eligibility requirement for state employees.

Eligibility is based on combined age and service equal to or greater than 80 years by November 1, 2002 (or eligible for regular retirement); and there is no minimum age proposed for this program. The application window is slated for April 1 through April 30, 2002, applicants must select a date between July 1 and November 1, 2002 on which they intend to retire.

Special early retirement seminars will be planned for active employees. The schedule will be posted as soon as the law is enacted.

The early-out program will also offer many opportunities for DMB employees that do not qualify. As tenured employees leave, opportunities to advance and grow will open up throughout the department.

For the latest information about early retirement, check out the Retirement Services web site at <http://www.state.mi.us/dmb/ors/SERS>.



At-a-glance guide to the themes

The past month has been a time of major changes for the Department of Management and Budget. Old familiar offices have been replaced with the new themes, which has some wondering "who does what now?" In order to help employees navigate the new organization, here is an overview of the seven themes.

Acquisition Services provides strategic and tactical services related to the selection, procurement, transport, warehousing and surplus of the supplies, materials, equipment and services used by state agencies. It also provides support to the State Administrative Board and extends services to local governments and non-profit organization.

From Purchasing: All functions

From Support Services: Surplus, warehouse, delivery, and internal mail functions.

Agency Services provides print & graphic, mainframe printing, mailing, publication, and vehicle and travel services. In addition, it oversees the department's quality assurance function.

From Support Services: Printing, publication, and external mail functions.

From Vehicle and Travel Services: All functions

New: Quality assurance functions

Financial Services provides financial analysis, accounting, billing and related services to all DMB service areas.

From all of DMB: All accounting, and billing services

Infrastructure Services is responsible for state government, infrastructure, capital investment, maintenance planning and the related capital outlay program. It provides planning, maintenance, facility design and construction management services to state agencies, colleges and universities.

From Design and Construction: All functions

From Property Services: All maintenance functions

Organizational Services provides recruitment, hiring, labor relations, health and safety, performance management, employee development, training and related human resource services to all DMB service areas.

From Administrative Services: Human Resource, Safety, Health and Employee Development functions

From The Director's Office: employee newsletter

From ITSD: Computer User Training

New: Internal Communications and IT Liaison functions

Retirement Services is responsible for the retirement systems for state of Michigan employees, Michigan public school employees, State Police, and judges. It provides information, pension, deferred compensation and related services to all system members.

Tenant and Land Services is responsible for the buildings and land used to conduct state government business. Services provided to state agencies include portfolio planning, acquiring and disposing of state-owned and leased space, owned and leased facility management, parking, risk management, financing new construction and facility acquisition, insurance and security.

From Property Services: Tenant Services functions.

From State Building Authority: All functions

From Real Estate: All functions

New: Security functions

Watch for more indepth articles on each of the themes in upcoming issues.

News From The Themes

P&GS honored

Agency Services is proud to announce that Print and Graphic Services (P&GS) recently ranked 26 in the top 50 of the largest, busiest in-plant printing facilities in the country by *In-Plant Graphics* magazine. Its 2001 overall ranking of 26 was up from 28 in 2000. Rankings are based on annual sales (revenue), number of employees, number of jobs printed, and revenue generated per employee.

In addition, P&GS ranked seventh out of the top 15 government in-plants in the country, 23 in sales (revenue), 13 in the number of jobs printed annually, and 22 for revenue generated per employee.

In-Plant Graphics' Top 50 list "is the most complete list of top in-plants in the country," according to Bob Neubauer, editor of *In-Plant Graphics*. "...We feel the 'in-plants' on our lists are models of efficiency."

This is the second year P&GS has participated in the annual survey and has seen its ranking continue to move upward.

Mark Armbrustmacher, manager, Print and Graphic Services, praised his staff for this success. "The employees of Print and Graphic Services are the key to the success and efficiency of our organization and deserve the credit for this high ranking."

Good work P&GS!

MCQI present DMB with two awards

The Department of Management and Budget was recognized at the Michigan Capital Quality Initiative (MCQI) breakfast meeting on Wednesday, January 16, at the Kellogg Center on the MSU campus. **Duane Berger**, director, DMB accepted two recognition plaques on behalf of Retirement Services and the former Office of Property Services for their continued efforts to improve quality in state government.

As previous winners of this recognition back in August of 2000 and March of 2001 respectively, the offices were presented with the plaques, which did not exist at that time. The following employees were recognized along with Duane Berger for leading the quality efforts within these two offices: **Chris**



(Left to right) **Duane Berger**, director, accepts the MCQI awards as **Chris DeRose**, **Keith Paasch** and **Julie Hartley** watch.

DeRose, Retirement Services, and **Julie Hartley** and **Keith Paasch**, Property Services.

IS takes proactive approach to HVAC maintenance

One of the Department of Management and Budget's goals is to start taking a proactive approach to all tasks, in essence find and fix problems before they start. With this in mind, **Al White**, **Greg Hayes**, and **Mark Trumbull**, Infrastructure Services (IS), are now working with a system that will change the way preventive maintenance is performed on the state's heating, ventilation, & air conditioning (HVAC) equipment. The system is called "Predictive Maintenance through Vibration Analysis." It lets them look deep into the heart of the HVAC equipment and detect problems before they lead to failure. A data collector allows them to gather the data and download it into a special computer program, which helps them determine the internal status of the equipment.

This information will allow the maintenance planners to better use their resources and create a more effective maintenance program for the 525+ pieces of HVAC equipment in the state's three Lansing-area complexes. Pre-planning can prevent building closures due to HVAC failures, which saves money. IS also is using a laser alignment system that, when combined with the vibration system, can ensure longer life for the state's HVAC equipment.



(Standing, left to right) **Al White**, **Mark Trumbull** and (seated) **Greg Hayes** of Infrastructure Services.

News From & For Employees

Career planning now available

The Department of Civil Service, Office of Employment Information & Career Planning Services, now has professional staff to assist employees by:

- Reviewing resumes and matching qualifications to state jobs
- Explaining how to apply for other state jobs
- Offering tips for resume writing, cover letter writing, and interviewing
- Offering career planning information like; career ladders, vacancy postings, and career changes

Call one of two convenient locations to make a career-planning appointment:

Lansing

Capitol Commons Center
400 S. Pine Street
(800) 788-1766 or
(517) 373-3030

Detroit

Plaza Building
1200 Sixth Street
Suite 616
(313) 256-3690

Or go online:

www.state.mi.us/mdcs
and click on the *Career Planning* link.

DMB handles cleanups after fire, "floods," *continued from page 1*

extinguished. By 10 p.m. the same evening, DMB already had contractors on site and were laying out a strategic plan for recovery. Amazingly, DMB was able to relocate 60 employees from the immediate burn area to an adjacent Capitol Complex Building by December 26 with no loss of time. By January 2, all 700 Department of Transportation (MDOT) employees that work in the VanWagoner Building were back to work including 160 staff who required relocation offsite. All of this was accomplished despite the fact that the fire occurred during the holiday season (of the 11 days it took to get the job done, four were state holidays, and three were weekend days).

The lightening fast speed at which DMB responded did not go unnoticed. Greg Rosine, director, Department of Transportation, commended the speed and professionalism with which DMB employees reacted to the crisis.

Due to the diligent efforts of DMB employees in partnership with MDOT, the Department of Information Technology and contractors, the state of Michigan recognized minimal loss of services resulting from this otherwise disastrous event.

Lewis Cass Building & Steven T. Mason Building Floods

On January 22, a hose being used by a contractor on the fifth floor of the Lewis Cass Building ruptured. It released approximately 16,000 gallons of water causing significant water damage to the second, third and fourth floors. Cleaning crews were called in and worked throughout the night to assure there was no loss of operational time to DMB customers within the facility. The hard work and dedication shown by those responding made it possible for all employees to return to work with minimal disruption of service.

"We appreciated the quick action by DMB" complemented James K. Haveman, Jr, director, Department of Community Health." Once the damage was identified at about 9 p.m. DMB staff quickly mobilized a crew of over 30 to work through the night cleaning fallen tiles off desk areas, vacuuming up over three inches of water and protecting areas to prevent further damage. Their professional and rapid response to this situation demonstrated DMB's understanding of the importance of servicing the customer."

Another "flood" occurred in the Mason Building on January 26. A valve failed in the chilled water loop located in the building's penthouse, releasing a torrent of water through the facility. The water was several inches deep on both the seventh and eighth floors causing damage to both ceilings and floors. Water damage also disabled all five of the facility's elevators. The response by DMB staff was immediate and highly effective. Resources were put in place to repair the leak, clean up water, and repair all of the elevators. Once again, the fast action and experience of DMB employees, resulted in no loss of operational time to DMB customers.

Congratulations for the jobs well done DMB!

News From & For Employees

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iDMB is an electronic newsletter produced for the employees of the Department of Management and Budget on a monthly basis by Organizational Services.

Any comments, questions or suggestions can be given to the editors by e-mail, by calling (517) 373-1000, or by contacting any of the correspondents listed above.

CBT Corner: How the reorg will affect IDP's

Some work areas are approaching the halfway mark of the first year of the Integrated Performance Management System (IPMS) and Competency Based Training (CBT). This is the time for employees and their supervisors to have an informal review to discuss the progress they have made on their training and development plans and bring up any concerns they might have.

The reorganization has resulted in changes that could affect some employees' Individual Development Plan (IDP) and review cycle. Here is what employees should expect if they have:

- **The same job and same supervisor:** The employee should meet with their supervisor for an informal mid-year review as described above.
- **The same job but a new supervisor:** The new supervisor's name will be put on the front of the assessment form, and any performance comments made by the previous supervisor will be given to the new supervisor.
- **A new job due to a lateral transfer:** The IDP from the employee's old job will be given to the new supervisor so their training activity can be recorded. Together, they will create a new IDP based on the functional competencies established for the new job.
- **Interviewed and were selected for a new job:** The employee may be on probationary status. If so, they will have formal probationary reviews at 6 and 12 months. The employee's old IDP will be given to their new supervisor and together they will prepare a new IDP based on the functional competencies established for their new job.

Prior to the reorganization, each office had a common review date set for when employee assessments were due. For this first cycle, employee's review date should stay the same even if they move to a different work area. Once their annual review has been completed, the review date for the next year may be different once the theme directors have selected their new common review dates.

HRMN self-service available to all employees

In March, 2001, the state of Michigan started using a new payroll system called the Human Resource Management Network (HRMN). One of the benefits of this new system is a feature called "Self-Service." This feature provides state of Michigan employees access to a variety of personal information online.

With Self-Service, employees have access to a variety of personal information such as benefits, dependent information, emergency contacts, leave balances, and pay history. Employees may also update their records to reflect changes in areas such as address, and marital status as well as dependent changes (subject to verification). There are also forms to download for changing beneficiaries and tax withholdings.

To get started using this wonderful tool employees must first be logged into a state computer. Then, simply go to <http://intra.state.mi.us/hrmn>. This web site will provide all the information needed to get started.

For those employees who want to enjoy the use of Self-Service, but do not have access to a computer at their work site, the Human Resources Division has a solution. They have a computer station set up on the second floor of the Lewis Cass Building just for those employees' use. Employees are free to come use it for Self-Service, Monday through Friday from 8 – 5.